

52 NTHSSA Improvements in 52 Weeks

For the next 52 weeks, the NTHSSA will be celebrating one improvement each week! These weekly reports are one way we're working to recognize some of the staff-led initiatives, that are making a real difference across the organization for both staff and clients. It's all part of our commitment to being responsive, showcase innovation, and demonstrate progress we're proud to be making together.

Week 21 of 52 (Week of November 17, 2025): Occupational Health and Safety Course Enhancement

Change Driver: Occupational Health and Safety (OHS) Staff identified an inefficiency in cost and process, related to registration for WHMIS courses, which have been traditionally offered through an external provider. This is a course that all NTHSSA staff require annually.

Link to System Vision: This links to 'Better Future' by improving quality, operational efficiency and reducing growth in costs.

Improvement Initiative: Built on the need identified in the change driver, OHS staff have developed and launched a new internal WHMIS course tailored to the NWT Health and Social Services sector.

Some of the key benefits include:

- Online self-registration, eliminating the previous manual registration process that resulted in waitlists and delays.
- Reduced workload for the OHS team, freeing time for other priorities.
- Lower training costs by delivering the course internally.
- Extended expiry to three years, maintaining best-practice refreshers while reducing annual recertification demands.

This staff-led initiative demonstrates how even small changes within one area of the organization can create significant impacts on workflow and costs organization-wide.

